



CASE STUDY

A Prescription for Success



ADITS' Holistic Care-Driven Approach Fuels a Private Hospital's Growth

A private hospital, located on the Gold Coast, provides highly specialised microsurgical procedures. This institution is known to provide the best quality patient care, for which they invest in world-class technology.

Seeking to strengthen their cyber security and for better support with their IT, they sought a solutions provider that had experience with healthcare services. They found an invaluable partner that enabled their digital transformation and business expansion.

MISSION: INNOVATION & MODERNISATION

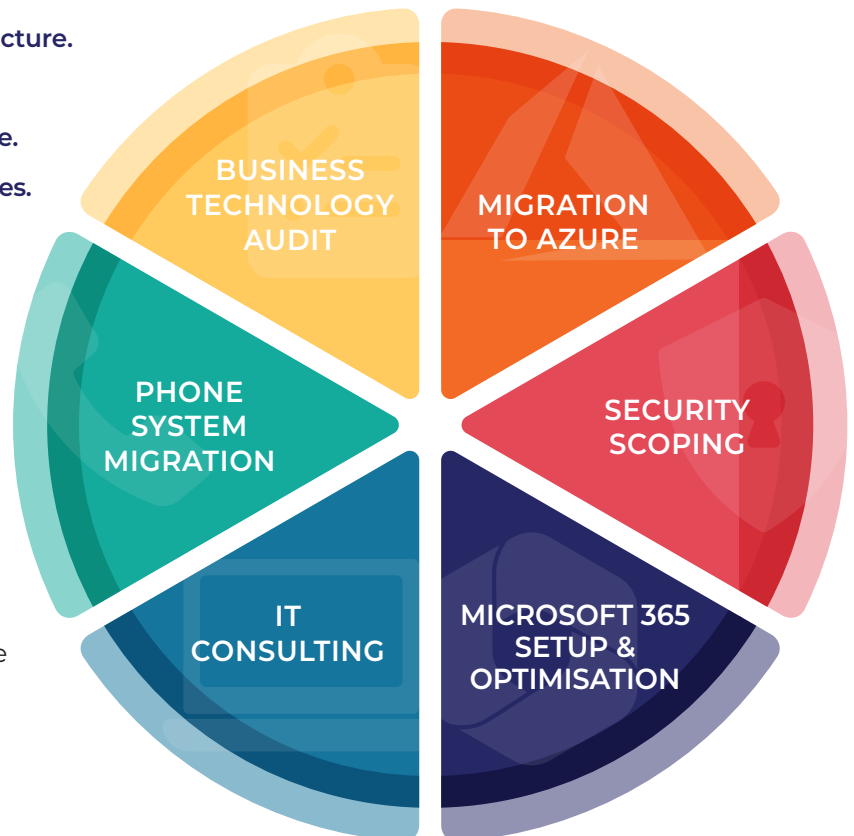
2020 was a transformational year for the private hospital. They had an aspiration to grow but understood they first had to improve their security and restructure their IT environment. This would include:

- Upgrading from an archaic IT infrastructure.
- Reorganising their IT systems.
- Improving security policies and posture.
- Fixing previous IT support provider issues.
- Adapting to a remote work setup.
- Dealing with lots of staff changes.
- Planning to open two new locations.

In short, they needed a complete digital transformation before they could grow their operations. Hence, the medical experts sought assistance from business IT specialists. They had heard about the fantastic work ADITS had done for another medical establishment and decided to contact the team to discuss about how to accomplish their objectives.

THE ROAD TO DIGITAL TRANSFORMATION

To ensure that any recommended solution would suit the hospital's needs present and future, ADITS approached this unique situation with care. Within a year, they did the following steps:





BUSINESS TECHNOLOGY AUDIT

It all started with an evaluation of the hospital's IT infrastructure, systems, and processes. This helped to expose the gaps that had to be resolved as well as opportunities for improvement.



AZURE MIGRATION

As COVID was disrupting everything globally, the hospital saw the need to transition into new arrangements, including remote work. For this to happen, the entire environment had to be redesigned and migrated to their own Azure tendency. The process involved moving data, applications, and other business elements from the provider (old IT) on-premises infrastructure to their (hospital's) own dedicated cloud.

Azure is a cloud computing platform run by Microsoft and one of the major players in the market alongside AWS and Google Cloud. Azure is known to be:

- **Reliable:** Resilient architecture and high level of availability.
- **Flexible:** Strong integration with a range of tools, technologies and on-premises technology.
- **Scalable:** Let's you adjust your IT resources and infrastructure as your business changes or grows.
- **Secure:** Benefit from advanced security capabilities like identity and access management, threat detection and encryption.

Azure also allows Microsoft users to leverage their existing investments and skills.



CYBER SECURITY SERVICES

Because security is integral to any digital transformation:

- A data breach response plan was crafted.
- ICT acceptable policies were created.
- Cyber training was made a key part of staff onboarding.



IT CONSULTING

The hospital envisioned to change their clinical line of business offering. As consultants, ADITS worked hand-in-hand with the hospital's internal project manager to steer the project in the right direction, extending their recommendations beyond purely IT to business matters.



MICROSOFT 365 SETUP & OPTIMISATION

The hospital's IT upgrade was supported by Microsoft 365. It is perfect for improving productivity, collaboration, and security. Setting up and optimising it involved creating a file structure on SharePoint, plus defining role-based security and access privilege policies.



PHONE SYSTEM (VOIP) MIGRATION





The phone system was outdated and no longer suited to the organisation's needs. For instance, the remote workforce required access to their voicemails from email. On top of that, the hospital also had numbers spread across three different providers leading to complications and inefficiencies. To streamline operations and enhance connectivity for the remote workforce, a decision was made to consolidate all phone services into a single, unified provider - a VOIP-based phone system was instituted.

KEYS TO A SUCCESSFUL TRANSITION

The private hospital received the complete stack of ADITS services, including cyber security solutions. They became equipped with a more reliable and secure IT infrastructure, and this enabled them to open two more offices in Queensland. Their staff were able to collaborate remotely. Plus, their IT could now support further expansion.

As part of the work they did around security, they implemented a proper onboarding and offboarding process for staff, allowing them to build a cyber aware culture of new team members from day one.

In summary, the healthcare service provider enjoyed:

-  **Increased Efficiency**
-  **Enhanced Security**
-  **Cyber-Educated Staff**
-  **Growth-Ready, Scalable IT System**



The Outcome: Optimised Operations & Better Protection

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Their new cloud-computing platform, Azure, also empowered them with:

- **Increased capacity for better patient care.**
- **Enhanced interoperability.**
- **Improved team collaboration.**
- **Scalability, even as demands change and new services are introduced.**
- **More secure patient data, better threat detection, and access management.**

TRANSITIONING INTO THE FUTURE

IT management, cyber security, and digital transformation overall are a continuing process for dynamic organisations. The team at ADITS helps the private hospital with this and keeps a constant pulse on the business direction.

The trust gained between the two businesses means that ADITS gets involved

whenever the hospital leaders are exploring a new business decision to ensure it aligns with their technology stack.

Today, the hospital excitedly looks forward to using more IT innovations in their operations. This includes the optimal use of artificial intelligence (AI) applications such as Microsoft Copilot.

The Secret: Find Your Perfect IT Solutions Partner

The Marketing & Business Development Manager at the hospital, believes that the secret to a successful digital transformation is having an IT solutions provider that cares about your business and will go the extra mile to see you succeed.



In a major undertaking like the one we had, it's **crucial to find an IT solutions provider that matches your enthusiasm** amidst the challenges. It's not enough to find someone with technical proficiency; you must also look for people with a **track record of success in your industry**. If you have a broad and long-term vision for your organisation, the ideal scenario is when you can find an IT partner who has the same passion you have for your business.

We have been using ADITS for approximately 5 years to cover the IT needs of our medical businesses. IT systems, security and data

protection are a big priority. As our business has grown, the team at ADITS have continued to keep us educated and informed about best practice and technological improvements, so we can keep our business operating efficiently and safely.

We don't make any systems decisions without consulting the team at ADITS and we value them as part of our team. They have also helped us in the occasional pickle and are always very responsive to our needs. Would highly recommend for peace of mind for other business owners!



Ready to Transform Your Business with a Trusted IT Partner?

In the journey of digital transformation, the right partner makes all the difference. If you would like to experience similar results - enhanced efficiency, robust security, and a scalable IT infrastructure ready to adapt to the evolving demands of the healthcare industry - contact ADITS today.

TALK TO OUR FRIENDLY TEAM

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